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London East
2003-2005



Workforce Development Action Plan Health and Social Care



Learning+Skills Council
London East

We and our partners have made significant progress in this area since the LSC was set up in April 2001. The action we have taken so far is presented below. It is followed by action for 2003-2005.

Action to March 2003

Health and social care

We:

- have worked in partnership with NELWDC, Redbridge Care Consortium, Barking and Dagenham Crossroads, Redbridge Crossroads, Newham Crossroads, Havering Crossroads, Waltham Forest Crossroads, Newham Care Consortium and the newly-established London Care Consortium
- have taken on a secondee from the North East London Workforce Development Confederation to work on developing joint strategies
- are carrying out ongoing consultations with proposed Sector Skills Councils and umbrella organisations in the sector
- are promoting NVQ provision in the private healthcare sector
- are supporting the Health Care Assistant project [Barking and Dagenham and Havering] – see chapter 3
- are supporting the provision of information, advice and guidance (IAG) in the workplace, and
- have supported the development of a Centre of Vocational Excellence (CoVE) in health and social care at Bexley College. This has been created with Greenwich Community College and Tower Hamlets College.

In 2002-2003, we supported Workforce Development, using LIF and ESF funds, through the following projects.

- Praxis Community Project – Employment Opportunities in Health – a project to support internationally trained healthcare professionals.
- Care Partners Trust – Fast Forward – a project to deliver a rolling programme of training for NVQ assessor qualifications.
- London NHS Basic Skills Consortia – London NHS Basic Skills Initiative – a London-wide project to improve the skills of those in entry-level jobs
- Community and Learning Skills Service – a project to deliver higher-level skills in priority sectors including health and social care leading to NVQ awards at levels 3, 4 and 5.
- Ability Professional Training Limited – NVQ Manager Awards – an assessment and verification support programme to help managers who want to gain NVQ level 4 qualifications.
- North East London Health Authority – Care Homes Collaborative – a project to improve the skills of care-home staff in Redbridge, Havering and Barking and Dagenham.

Early years, childcare and playwork

We have:

- highlighted childcare as a priority within our local strategic plan, and budgeted £492,000 in 2002-2003 to support staff development within the sector, aiming for 5,000 to 6,000 new qualifications (levels 2 and 3) to be gained across 10 boroughs
- worked to raise the profile of early years by setting up effective relationships between partners, DfES Sure Start and delivery agents
- created a Memorandum of Understanding between us and local EYDCP partnerships
- supported the production of development and delivery plans for all 10 EYDCPs
- supported the training of assessors (new qualifications)
- supported the East London Childcare Institute (with capital funding of £400,000)
- supported capacity-building through our partners (£360,000), and
- supported the Hackney Play Association, through LIF and ESF to train staff to NVQ levels 2 and 3, and assessors in playwork (£125,000).

Action for 2003-2005

Health and social care

Increase understanding of the labour market and employers' needs	Partner organisations
<p>We will:</p> <ul style="list-style-type: none"> • include research and analysis of skills in partnership agreements with our main partners • work to overcome the lack of information about agency and locum staff, contractors and staff in the independent and voluntary sectors, and the qualifications held, particularly in the non-profit occupations • analyse workforce development needs, including basic skills and ESOL, for the next five years • analyse people's awareness of LSC support in this sector, and raise our own profile as LSC London East, and • support NELWDC's and SELWDC's data gathering and analysis of workforce trends in all NHS organisations within the two strategic health authorities. 	<ul style="list-style-type: none"> • Further education colleges • Higher education institutions • London Development Agency • NHS Workforce Development Confederations • Private-sector employers • Skills for Health • TOPSS • Voluntary-sector employers • Voluntary-sector NTO and its successor organisation • Work-based learning providers

Increase partnership working	Partner organisations
<p>We will do the following.</p> <ul style="list-style-type: none"> • We will develop sector networks and strategies by working with key players at a local level. We will tell them about regional and national strategies. This will include supplying progression information to promote jobs and careers in the sector and strengthen links across the sector. It will also include information to support organisations and their staff to meet regulatory requirements. • We will work with the NHS Workforce Development Confederations and other organisations to: <ul style="list-style-type: none"> - support lifelong learning strategies within the NHS framework – supporting the investment in information as well as changes in culture, attitude and practice - identify aspects of these strategies that will affect the independent and voluntary sectors - map out the work of other NTO successor organisations that might support a lifelong learning strategy - support the independent and voluntary sectors in developing lifelong learning strategies, and - support NHSU initiatives. 	<ul style="list-style-type: none"> • Care Sector Consortia • Centres of Vocational Excellence [CoVEs] • Connexions • Further education colleges • IAGs • London Development Agency • NHS • NHS Workforce Development Confederations • Primary care trusts • Private-sector employers • Skills for Health • SPRITO • Strategic health authorities • TOPSS • Voluntary-sector NTO and its successor body • Work-based learning providers
Increase the capability of staff and prospective staff in the sector	Partner organisations
<p>We will do the following.</p> <ul style="list-style-type: none"> • We will support leadership and management development programmes. We will encourage organisations to use management development programmes customised to NHS requirements across the sector. • We will work towards providing care-management courses at NVQ levels 3 and 4 in line with Workforce Development Targets. This will make sure all care managers have achieved level-4 qualifications. • We will continue to work with employers in the sector to identify and tackle the basic skills needs of their staff. We will support basic skills initiatives which encourage basic skills in workplace training. • We will support the development of the London NHS Basic Skills Consortium. • We will roll out the Employer Toolkit – Basic Skills in the health and social care sectors. 	<ul style="list-style-type: none"> • Business Link for London • Centres of Vocational Excellence [CoVEs] • Further education colleges • London Development Agency • London Regional Workplace Basic Skills Forum • NHS Workforce Development Confederations • Private-sector employers • Voluntary-sector employers • Work-based learning providers

- We will encourage organisations to use training needs analysis to identify specific staff needs in the sector.
- We will support post-16 and workplace learning by encouraging 10% more learners to take NVQs at level 2 or equivalent, and 10% more young people to enrol for MAs.
- We will encourage healthcare organisations to achieve Investors in People (IiP), and other quality-assurance standards, as well as promote good human resource and workforce development practices.
- We will work towards a target of 10% more employers achieving IiP by 2005.

Increase the employment capacity of the sector

Partner organisations

We will do the following.

- We will work with partners to improve recruitment and retention. We will use workshops, including workshops on diversity issues, to help encourage community-based recruitment and retention. We will produce information on learning opportunities [including NVQs, MAs, FE and IiP] in a range of community languages. We will give information to community groups, faith centres, Black and Minority Ethnic (BME) communities and refugee organisations.
- We will support the career development of staff coming to London East from abroad, for example, refugees and asylum seekers who may have health and social care qualifications from other countries that are not recognised in this country.
- We will help provide links between employers across the sector and schools, work-based learning providers, further education colleges, and higher education institutions.
- We will work with training providers to introduce the new framework of learning disability vocational qualifications with employers.
- We will develop support frameworks to help strengthen workforce development activity, for example, mentors and childcare.

We have invited organisations through our funding prospectus for 2003-2004 to bid for funds for a care training and assessment centre. A budget of up to £250,000 is available to develop a training and assessment centre so employers can meet the national standards for NVQs. We expect that an NVQ assessor network will be set up with at least 100 assessors and 25 mentors trained.

- BME community groups
- Business Link for London
- Faith groups
- Jobcentre Plus
- NHS Workforce Development Confederations
- PATH National
- Private-sector employers
- Regeneration partnerships
- Voluntary-sector employers
- Voluntary-sector partners

Increase the relevance of learning opportunities to the sector	Partner organisations
<p>We will:</p> <ul style="list-style-type: none"> • carry out a mapping exercise on the current levels of learning provision relevant to the sector • support a learning portfolio – a method of recording a learner’s work – that will allow him or her to move jobs easily between NHS, private, independent and voluntary sectors • promote NVQs and MAs to the sector • support the use of e-learning in the sector • identify possible links with CoVEs • identify models of good practice which put equal opportunities and diversity into the mainstream • provide support for a network of union learning representatives in the sector • develop recognition for informal learning in the workplace, and • support tailored qualifications in health and social care specialisms, for example, build on the success of a pilot NVQ in Care which had modules leading to specific medical activities. 	<ul style="list-style-type: none"> • Awarding bodies • Centres of Vocational Excellence [CoVEs] • DfES • Further education colleges • General Social Care Council • London Development Agency • National Care Standards Commission • NHS Workforce Development Confederations • Private-sector employers • Prospective sector skills councils • The Social Care Institute for Excellence • Voluntary-sector employers • Work-based learning providers

Early years, childcare and playwork

Increase understanding of the labour market and employers’ needs	Partner organisations
<p>We will:</p> <ul style="list-style-type: none"> • continue to work with partners to evaluate existing provision and identify any gaps. This will allow us to buy provision that meets demand. 	<ul style="list-style-type: none"> • Borough councils • Early Years NTO • Further education colleges • Higher education institutions • London Development Agency • Private-sector employers • SPRITO • Voluntary-sector employers • Work-based learning providers

<p>Increase the relevance of learning supply to the sector</p>	<p>Partner organisations</p>
<p>We will:</p> <ul style="list-style-type: none"> • work with all learning providers to tackle existing curriculum issues and to further influence curriculum planning, and • work towards setting up a Centre of Vocational Excellence (CoVE) in early years, childcare and playwork. 	<ul style="list-style-type: none"> • Borough councils • Early Years NTO • Further education colleges • Higher education institutions • SPRITO • Work-based learning providers
<p>Increase partnership working</p>	<p>Partner organisations</p>
<p>We will:</p> <ul style="list-style-type: none"> • provide support to the childcare strategy for London, which is being written through the Mayor's Office with the London Development Agency (this strategy wants access to childcare provision at affordable rates), and • continue to talk to partner organisations using a series of meetings with lead officers, including meetings with recruitment and training officers. 	<ul style="list-style-type: none"> • Borough councils • Early Years Development and Childcare Partnerships (EYDCPs) • Early Years NTO • Further education colleges • Higher education institutions • London Development Agency • Private-sector employers • SPRITO • Voluntary-sector employers • Work-based learning providers
<p>Increase the capability of staff and prospective staff in the sector</p>	<p>Partner organisations</p>
<p>We will do the following.</p> <ul style="list-style-type: none"> • We will review the links between the industry quality standard – Investors in Children (a star rating system for early years), and Investors in People. We can use this to put quality business practices in place, linked to staff development. • We will work with partners on continuous professional development for managers. We will develop a mentoring scheme to support managers and assessors. • We will develop a one-page strategy on evaluation and measurement to make sure activity in East London is consistent. • We will encourage organisations with employees and volunteers in the sector to achieve Investors in People, and other quality-assurance standards, as well as promote good human resource and workforce development practices. 	<ul style="list-style-type: none"> • Borough councils • Early Years NTO • EYDCPs • Further education colleges • Higher education institutions • London Development Agency • Private-sector employers • SPRITO • Voluntary-sector employers • Work-based learning providers

- We will work towards a target of 10% more employers achieving liP by 2005.
- We will promote accreditation of learning which has taken place previously as a way of increasing opportunities for individuals to progress.
- We will support post-16 and workplace learning by encouraging 10% more learners to take NVQs at level 2 or equivalent, and 10% more young people to enrol for MAs.

We have invited organisations through our funding prospectus for 2003-2004 to bid for funds for childcare training. A budget of up to £200,000 is available to raise employees' qualifications in the childcare sector to at least NVQ level 2. We expect that quality provision will be made available so that 75 learners can achieve appropriate qualifications.

Increase the employment capacity of the sector

We will:

- raise the profile of the early years agenda within the local community, and investigate using regeneration budgets and Neighbourhood Renewal money
- work with others to remove the barriers to working in the sector by supporting those from ethnic minority communities who want to work in the early years sector
- work with partners to increase the numbers of registered assessors and effective managers, and
- promote equal opportunities and diversity issues in the sector.

Partner organisations

- Borough councils
- Early Years NTO
- EYDCPs
- Further education colleges
- Higher education institutions
- London Development Agency
- Private-sector employers
- SPRITO
- Voluntary-sector employers
- Work-based learning providers



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